GOVERNMENT OF INDIA
URBAN DEVELOPMENT AND POVERTY ALLEVATION
LOK SABHA

UNSTARRED QUESTION NO:3414
ANSWERED ON:14.08.2001
CPWD SERVICE CENTRES
M.V.CHANDRASHEKHARA MURTHY

Will the Minister of URBAN DEVELOPMENT AND POVERTY ALLEVATION be pleased to state:

(a) whether it is a fact that in many Service Centres in South Delhi `no duty clerks` have been posted to attend the complaints of the allottees over telephone;

(b) if so, the reasons therefor;

(c) whether it is also a fact that telephone system installed at these Service Centres generally is faulty and as only one telephone connection each has been provided there which causes a lot of inconvenience to thousands of the allottees, public representatives and representatives of the RWAs and also affect public service and development works in a significant way;

(d) if so, whether the officials of these Service Centres as also the officials of the respective Divisions are aware of this perennial problem or the same has been brought to their notice, formally or informally, by the allottees or their representatives;

(e) if so, the details in this regard and factual position in the matter, Service Centre-wise, especially in respect of Sarojini Nagar and Chanakyapuri;

(f) the corrective measures taken or proposed to be taken, if any, to mitigate the inconvenience of the allottees in the matter and ensure a hassle free service to the public Service Centre-wise; and

(g) if not, the reasons therefor?

Answer

MINISTER OF STATE FOR URBAN DEVELOPMENT & POVERTY ALLEVIATION (SHRI BANDARU DATTATREYA)

(a): Yes, Sir.

(b): The proposal for sanctioning regular service centre attendants has not been approved by Government. However, the work is being managed by making stop-gap arrangements by deploying work charged staff or by putting persons on contract.

(c)to(g): Each service centre has been provided with one telephone which generally is in order. Whenever, any of the telephones goes out of order, efforts are made to put it in order immediately so as to minimize inconvenience to the users and adverse effect on work and services.